TECHNICAL MANUALS

K5

INTRODUCTION

You must read these technical manuals carefully before riding the motorcycle and make your children understand the precautions and safety measures that must be taken.

DOWNLOADS

QR codes for downloading the manuals corresponding to each action.

1.- ASSEMBLY

2.- CHARGER

3.- BATTERY

4.- USER MANUAL

5.- PARTS-BOOK

Before using the K5 motorcycle, you must make sure that you have understood everything written in this manual, paying particular attention to the warnings and safety section.

This manual must always be carried with the motorcycle and must be transferred in any change of ownership.

Before using the motorcycle, you must read this manual carefully and keep it for future reference.
If you have any questions, you can go to your NEUTRA point of sale or you can contact the official distributor on our website.
You can also write to us at our email and our staff will respond as soon as possible.
This manual contains important safety, operation, assembly and preparation information for the correct use of the motorcycle.
The motorcycle is not ready for immediate use, it arrives partially assembled.
You must follow the assembly and preparation procedures indicated in this manual for good motorcycle safety.
You must also take into account the safety information explicit in this manual, to avoid personal injury when assembling and maintaining it.
Where to find safety information:
Safety labels on the motorcycle.
Warning symbols together with a word and instructions or information that you should consider, which you can find in this manual.

DANGER:

A hazardous situation that may result in death or serious injury.

WARNING:

A hazardous situation that may result in death or serious injury.

CAUTION:

Information on practices that do not involve risk of injury. It is used to prevent damage to the motorcycle or the environment.

This manual also includes the following information:

NOTICE:

Information to assist you in the operation or maintenance of your motorcycle.

This publication contains the latest motorcycle information available prior to publication.
NEUTRA reserves the right to make changes at any time without notice and without incurring any obligation.

ASSEMBLY MANUAL AND PREPARATION K5

Ver.1.0 FEB-26

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1 DANGERS AND WARNINGS

1.1 BURN HAZARD

Some motorcycle components can become very hot.

Below is an image (Fig. 1) where the components that can become hotter during use are highlighted in blue:

- Engine.
- Controller.
- Front and rear brakes.
- Charger (when charging the battery).

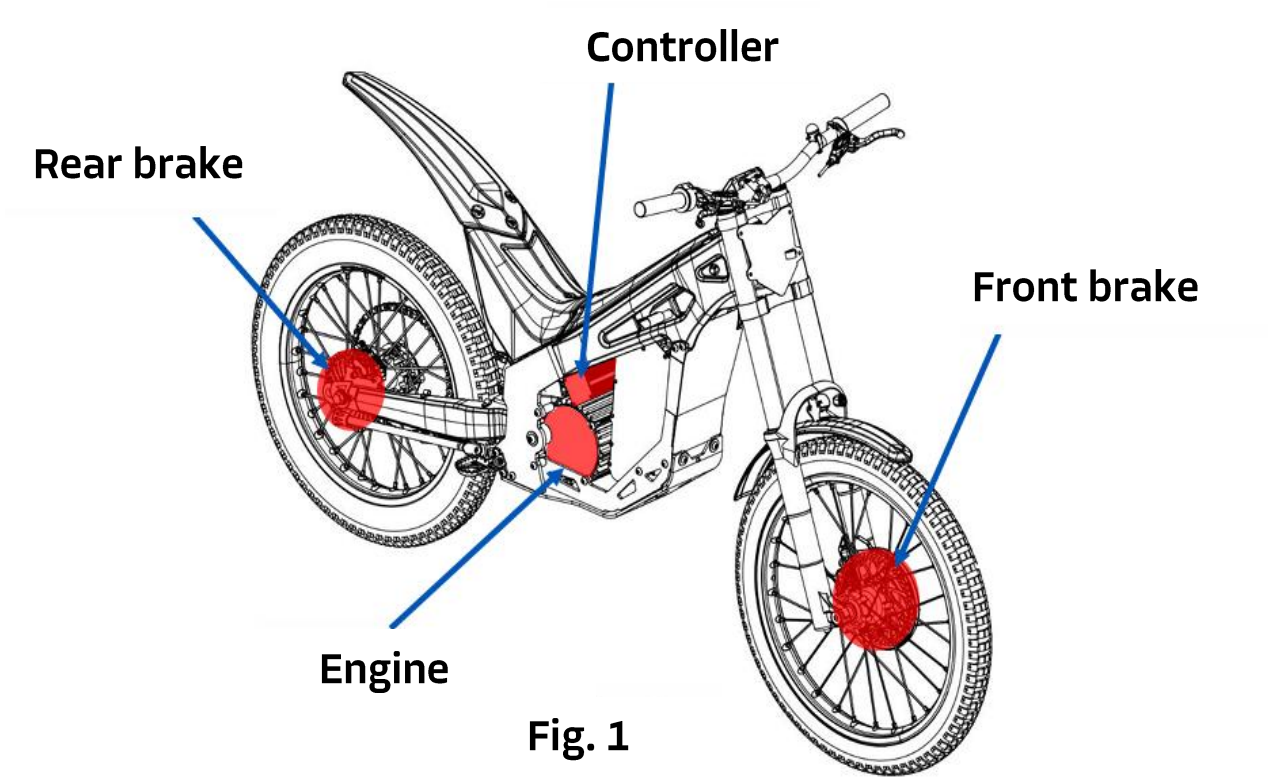


Fig. 1

⚠ WARNING

Do not touch any of the components mentioned above until they have cooled down completely.

1.2 FIRE HAZARD

If the battery is in perfect condition, there is no risk of fire.

⚠ DANGER

The battery contained in the electric motorcycle poses a fire hazard. If your motorcycle catches fire, you must inform the fire service that a fire has occurred in a motorcycle with lithium-ion batteries.

Never open the battery unit.

The battery is a large energy storage unit capable of causing serious damage to people or facilities due to misuse or manipulation of it.

Battery repairs can only be carried out by qualified personnel authorized in writing by NEUTRA.

NEUTRA is exempt from and will not be held responsible for any damage caused by the battery to people, equipment or installations due to improper handling of the battery by unauthorized personnel, or due to impacts or overloads.

Below we can see several safety rules regarding the battery.

DANGER

The interior of the equipment cannot be accessed, never open the battery system. Any attempt to open it will void the warranty. There is a high risk of accident if the opening is carried out by unauthorized personnel.
The installation, handling and maintenance of the battery must be carried out by qualified personnel.
DO NOT charge the battery if the ignition switch is ON. Do not expose to fire.
Avoid exposing the battery to temperatures above 40ºC. Never open the battery system or any of its components.
Prevent the entry of any liquid and never immerse the battery in any liquid.
Do not hit or drop the battery.
In case of emergency, call the emergency services and inform them that it is a Lithium battery.
The battery must be kept away from children during the charging process.
To avoid electrical accidents, unplug the battery when the motorcycle is not operating and after charging.

WARNING

The battery must be charged in conditions of humidity below 75% and a temperature between 0ºC and 40ºC.

CAUTION

It is forbidden to use any charger that is NOT supplied by the manufacturer.
You should find out more about the correct use and precautions for the battery.
For this, refer to the manual “K5/KOUNTRY5 BATTERY MANUAL - 2026” found on our website.

1.3 WARNINGS ON ASSEMBLY AND HANDLING

Follow the instructions in this manual at all times to perform correct maintenance on the motorcycle.

CAUTION

Use the oils and other products indicated in this manual.

WARNING

Use the specified tightening torques.
For the safety of the rider, use only original NEUTRA spare parts and accessories. NEUTRA is not responsible for damage resulting from the use of other products not indicated in this manual.

WARNING

No unauthorized changes, modifications or manipulations may be made to the motorcycle. If this is done, the safety of the motorcycle cannot be guaranteed, and the warranty will be voided.
The motorcycle must be switched off before any manipulation.
No manipulations must be made to the motorcycle until it has cooled down, due to the risk of burns.

DANGER

There is a risk of electric shock when working under electrical voltage; thus, specific training and tools are required to work with electrical systems.
For any maintenance or manipulation, remove the battery and wait 5 minutes.
This is an important precaution to consider due to the risk of electric shock. Under no circumstances should any electrical or electronic components of the motorcycle be opened.

2 ASSEMBLY INSTRUCTIONS

WARNING

To avoid damage, always wear protective gloves, boots and eye protection googles (Fig. 2) when unpacking, assembling or servicing the motorcycle.



Fig. 2

The motorcycle is delivered in a box. It is not ready for immediate use.
Follow the instructions on this manual to prepare the motorcycle for riding (Fig. 3).

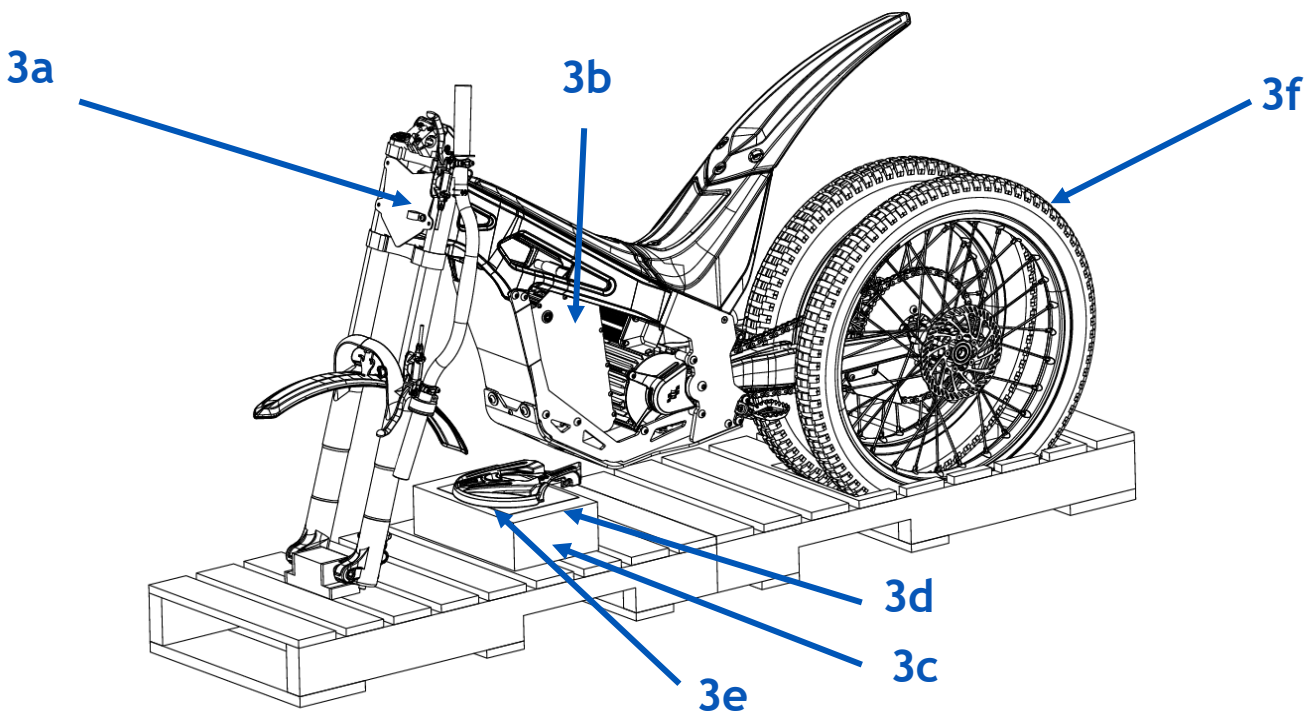


Fig. 3 Motorcycle condition upon removal from the box

Checking the contents:

- NEUTRA K5 motorcycle (Fig. 3a) and LI-ION battery (Fig. 3b).
- Box with charger and mains wiring (Fig. 3c).
- Owner's manual for the motorcycle and battery (Fig. 3d).
- CE conformity certification.
- Front disc protector (Fig. 3e).
- Front wheel (Fig. 3f).

DANGER

Failure to properly assemble and adjust the motorcycle before use can lead to an accident, causing death, injury and/or material damage.

2.1 UNPACKING THE MOTORCYCLE

1. Carefully cut all the tapes or ties that close the box.

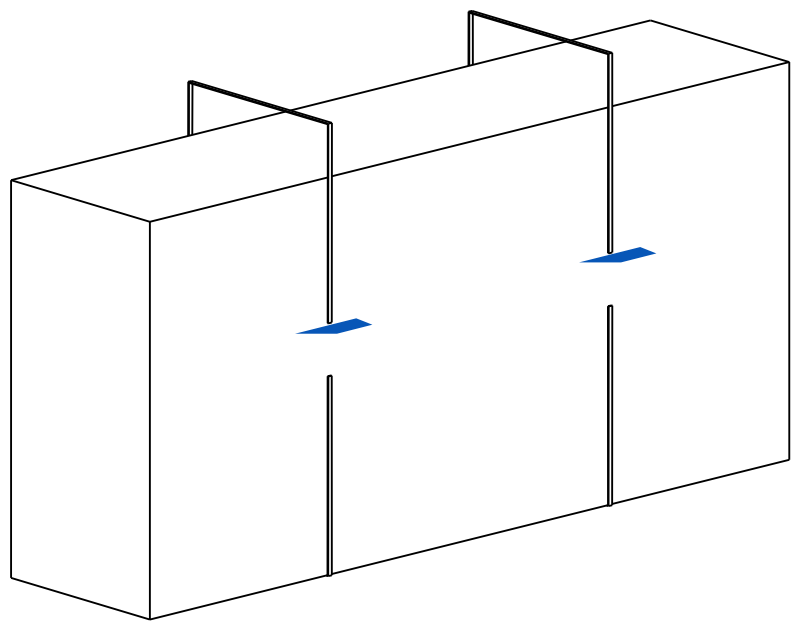
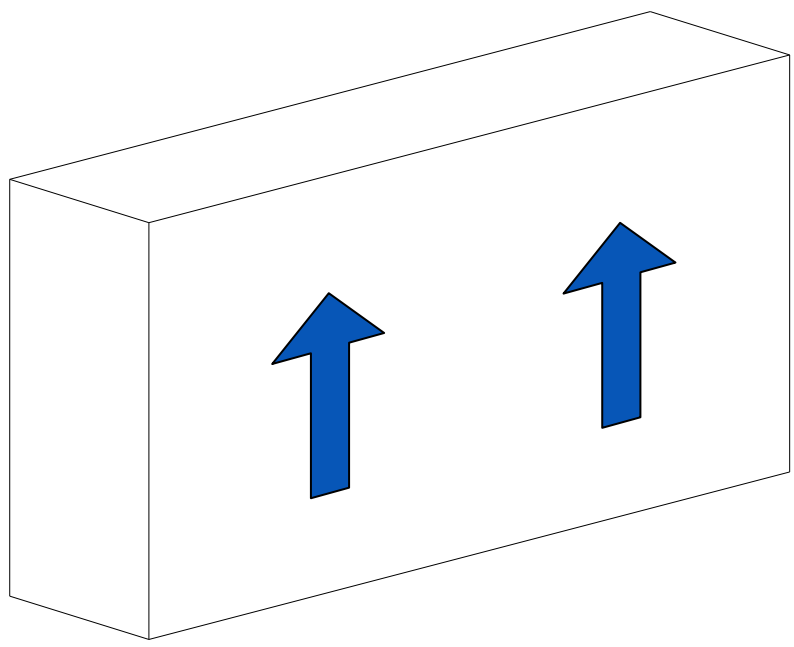


Fig. 4

2. Remove the outer packaging lining.



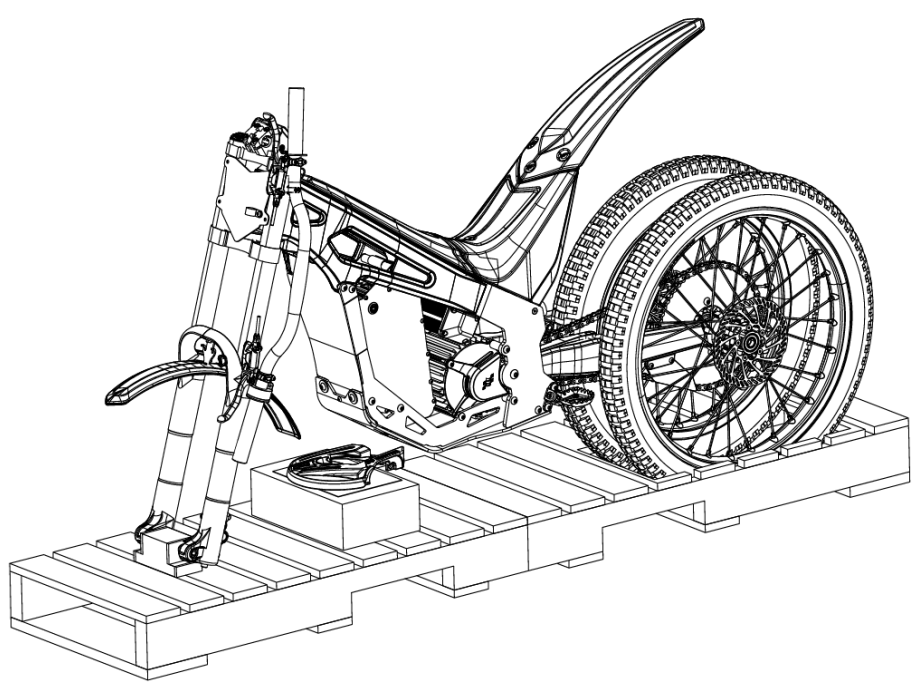


Fig. 5

3. Remove the charger box, the front disc protector (Fig. 3e) and the corresponding manual sheet for the motorcycle and battery, located on the bottom of the motorcycle (Fig. 3c and Fig. 3d on page 5).

4. Remove the 4 M6 Allen head screws from the handlebar turret.

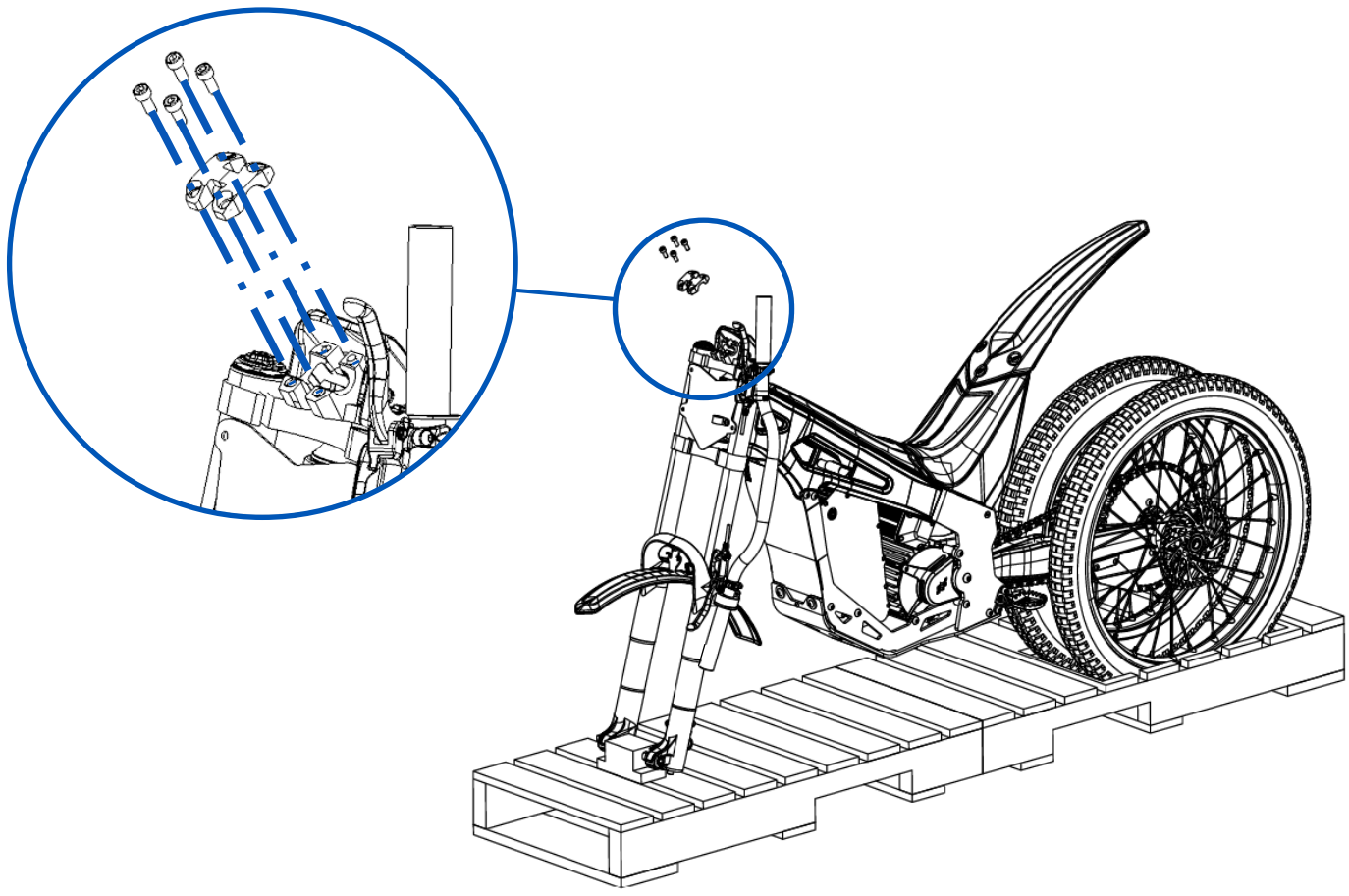


Fig. 6

Carefully remove the handlebar, located vertically on the side of the front fork.
During this operation, avoid tensioning or pulling on the throttle cable, the safety switch cable ("MAN OVERBOARD") and the brake hoses.

5. Use the same screws to secure the handlebar, making sure to apply the specified tightening torque (1 Kgf.m.). Check that the cables and hoses follow their proper route, without twists or obstructions. Please refer to the assembly manual (page 9, sections 9, 10 and 11) for correct assembly.

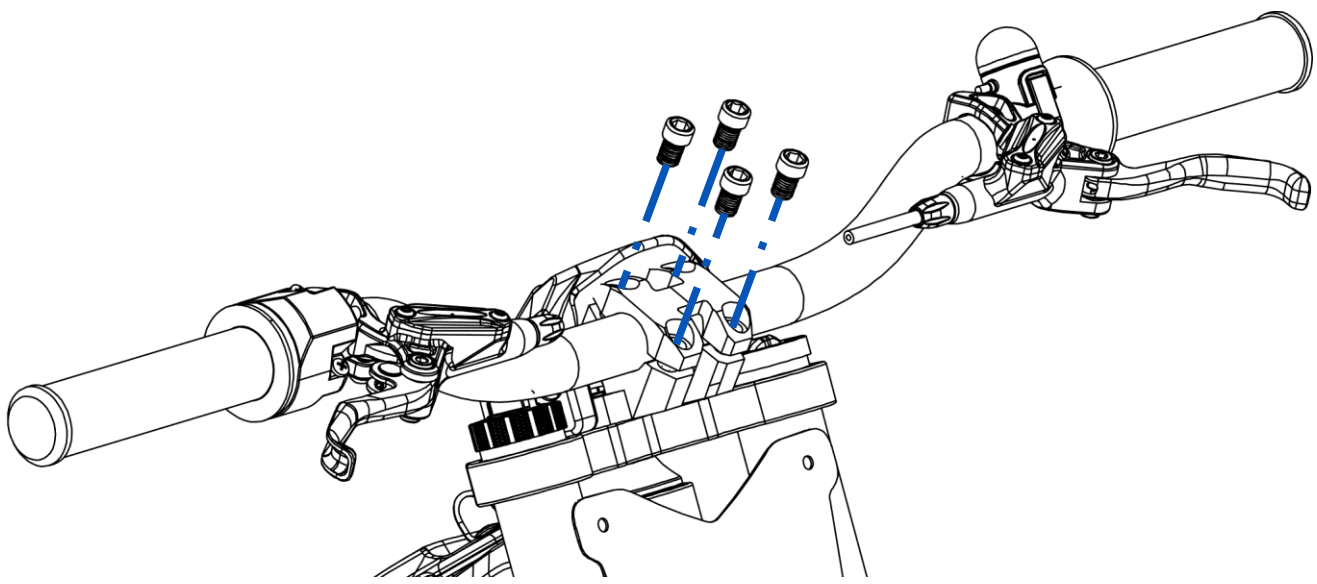


Fig. 7

6. Remove the front wheel from the pallet

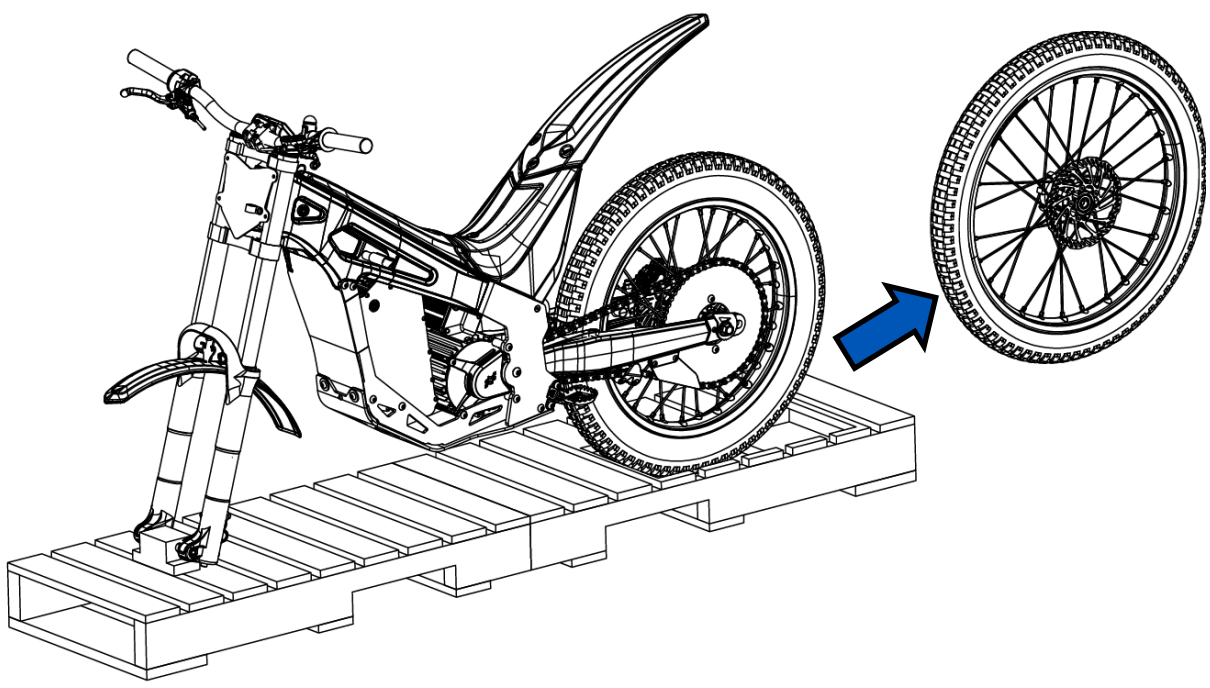


Fig. 8

7. Remove the lower pallet to release the motorcycle.

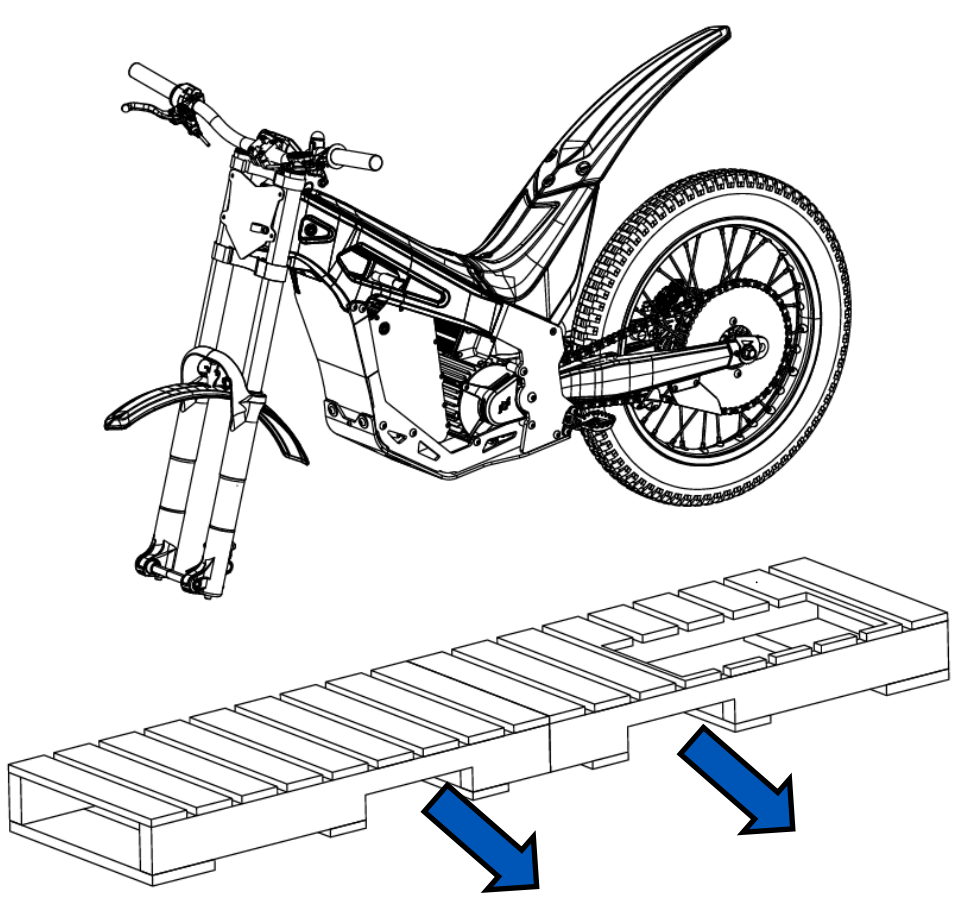


Fig. 9

8. Install a center stand to secure the motorcycle.

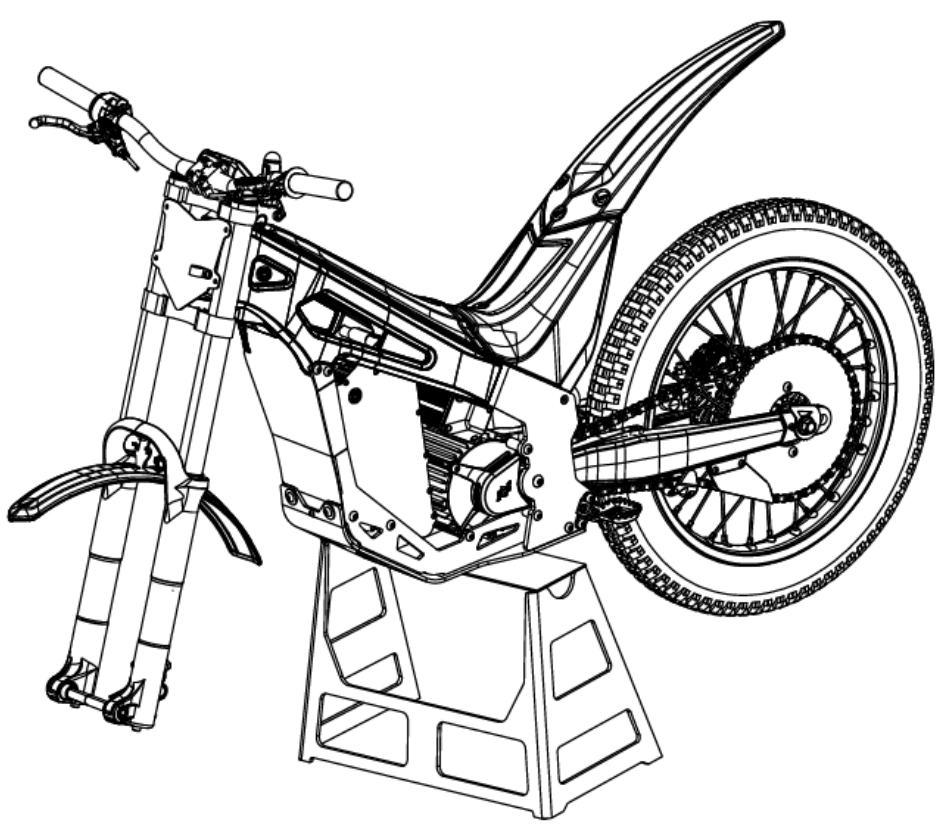


Fig. 10

9. Install the front wheel, aligning the spacers, ensuring that the shorter one is positioned on the left side of the motorcycle. Once the wheel is in place, tighten the axle to a torque of 2.5 kgf·m.

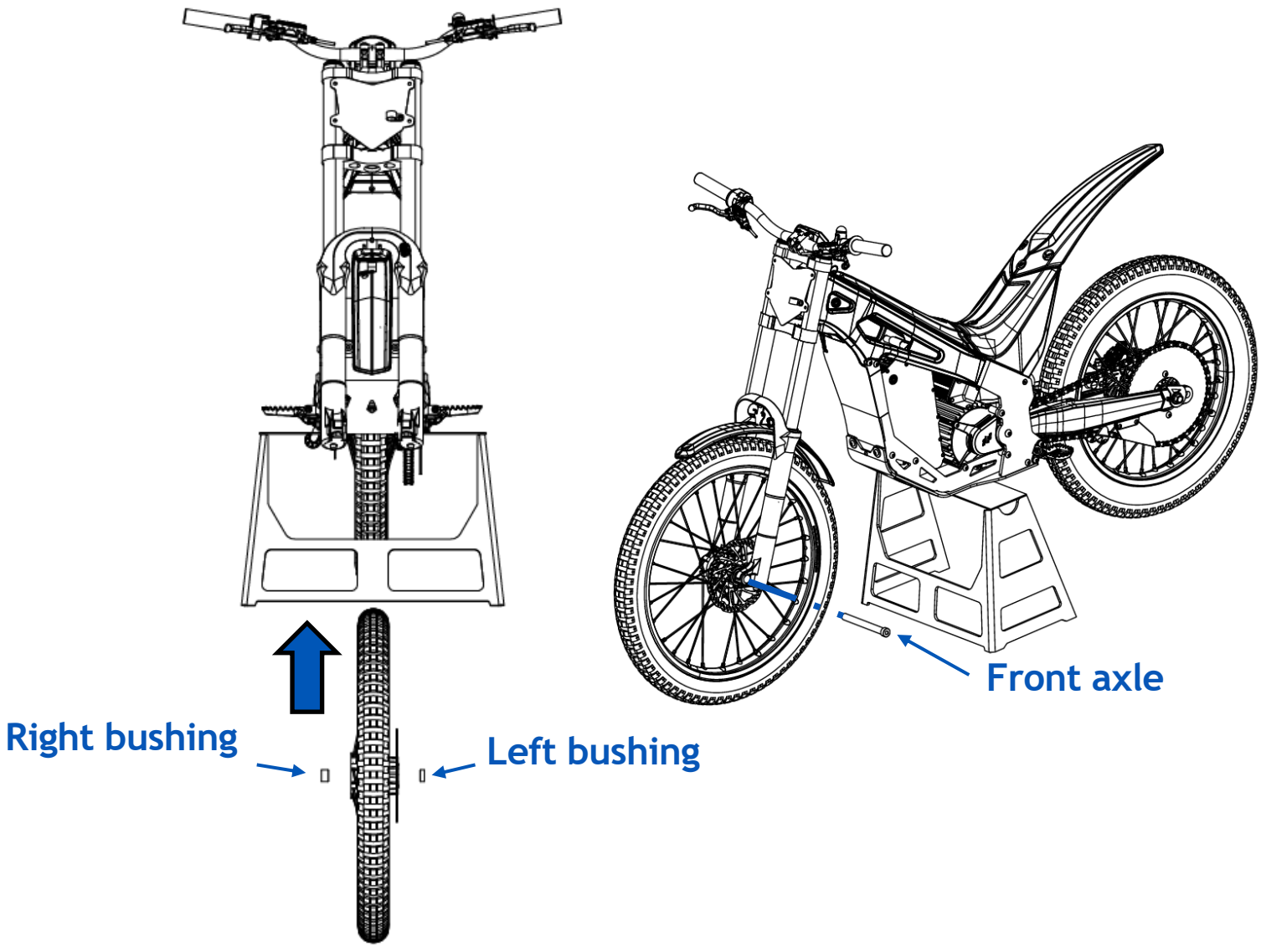


Fig. 11a y Fig. 11b

10. Install the front disc protector together with the spacers (Fig. 12a). Then position the brake caliper and align the two M6 Allen cylindrical head bolts (Fig. 12b). Tighten the front brake caliper mounting bolts to a torque of 1.2 kgf·m.

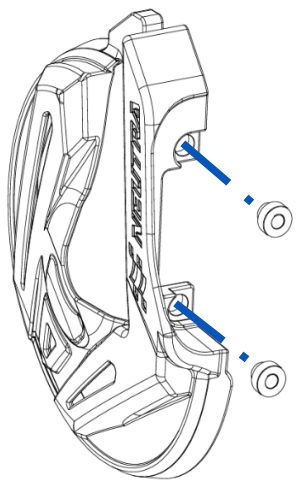


Fig. 12a

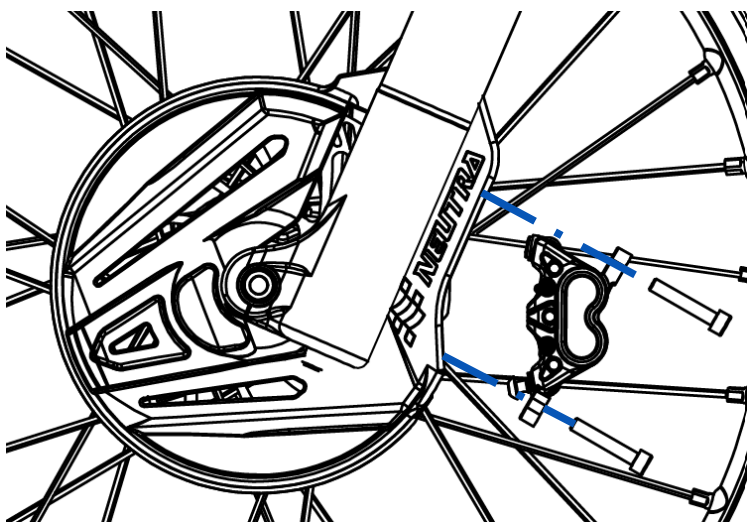


Fig. 12b

11. Result after installing the front wheel.

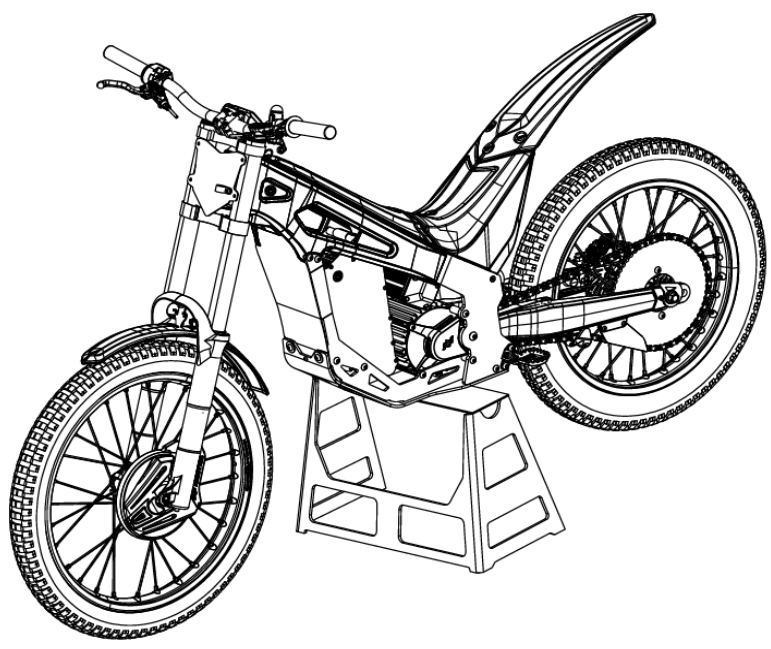


Fig. 12c

12. To continue with the motorcycle's setup, you can keep it supported on the center stand. Alternatively, if you prefer, you can deploy the folding side stand, making sure beforehand that you have removed the center stand, and continue with the procedure.

13. Once the center stand has been removed, the motorcycle must be placed in an upright position and the folding side stand must be lowered (Fig. 13a), to keep the motorcycle fixed and prevent it from falling (Fig. 13b). You must ensure that the motorcycle is placed on a flat surface.
    Position the motorcycle stand as shown in the following image.

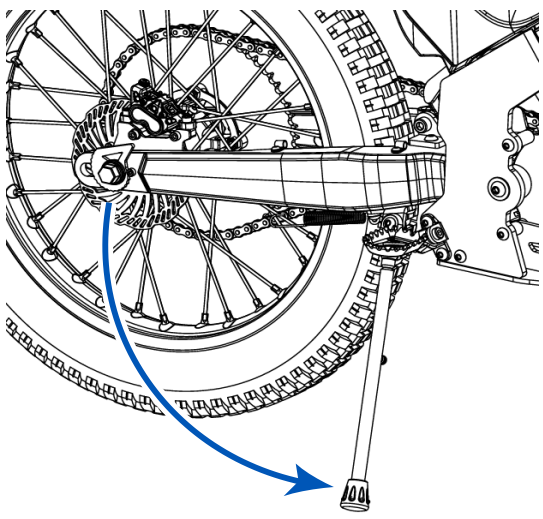


Fig. 13a

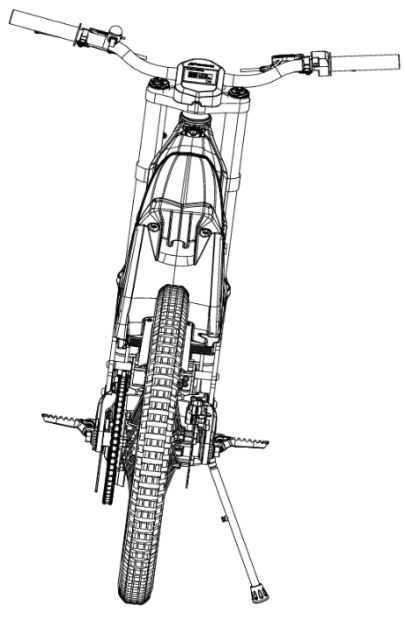


Fig. 13b

14. Dispose of the packaging responsibly, prioritizing recycling according to local waste management regulations.

15. Next, the handlebar must be adjusted to the specific angle between 0º and 30º (Fig. 14), with which the rider feels comfortable. Always in contact with the upper plate. And secure it with the same four M6 Allen screws (Fig. 7) above, with a torque of 1 Kgf.m.

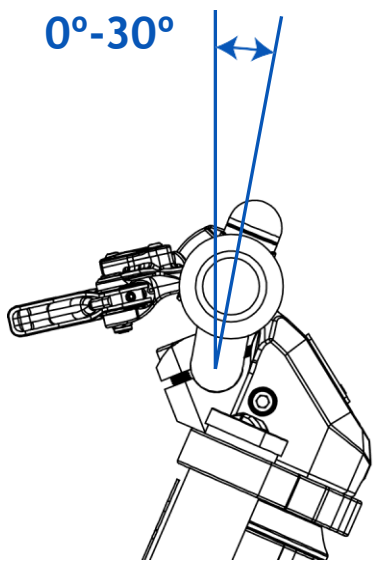


Fig. 14

16. You must check that the handlebar cables are in a proper position.

> **WARNING**
>
> The brake lines must NOT interfere or be taut throughout the entire turn of the handlebar on both sides.

17. You must check that the brake levers are located between 0º and 10º as we see in the following image.

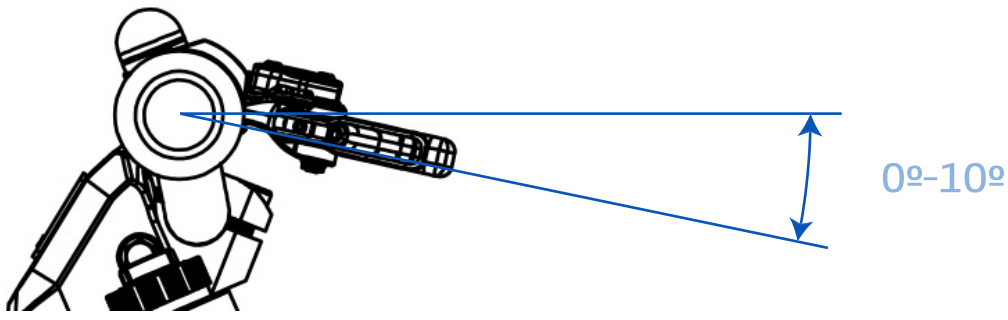


Fig. 15

18. Adjust the pressure of the front and rear tires.

FRONT TYRE PRESSURE 0,8 Kgf/cm^2.

REAR TYRE PRESSURE 0,8 Kgf/cm^2.

19. The battery of the motorcycle is delivered with a charge level below 30% of its maximum capacity and with the battery disconnected.

3 CHARGING THE BATTERY

The following components are required to charge the K5 battery:

Standard Battery (Fig. 16a). Medium Battery (Fig. 16b).

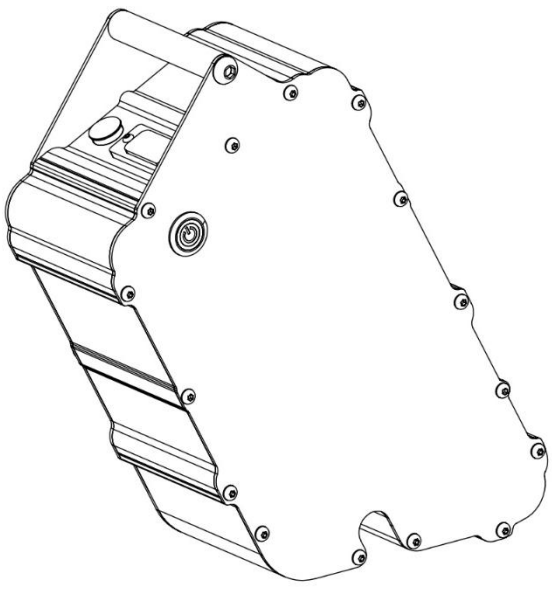


Fig. 16a

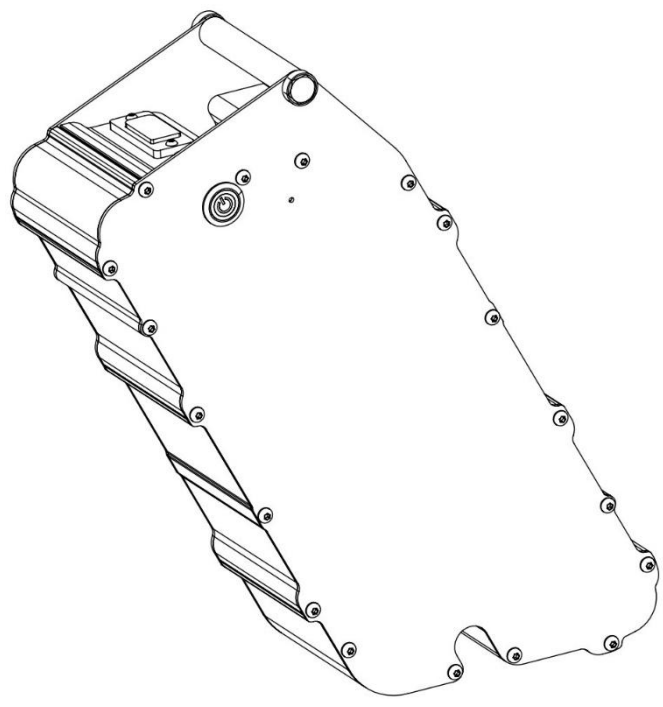


Fig. 16b

Charger (Fig. 17).

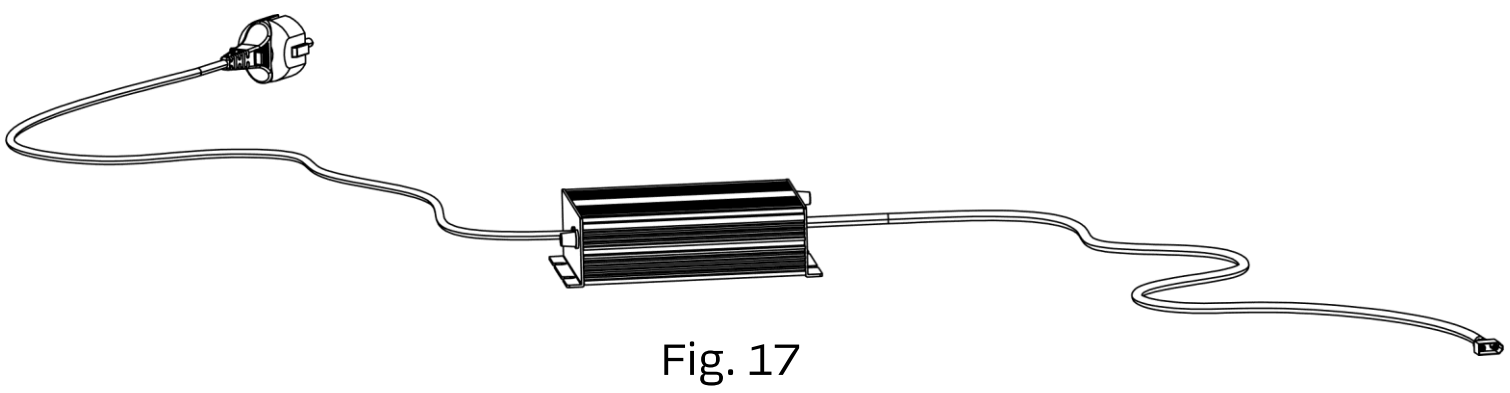


Fig. 17

You must follow the instructions below when using the charger to charge the battery.

NOTICE

FULLY CHARGE THE BATTERY BEFORE USING THE MOTORCYCLE.

You must plug the charger cable into the domestic plug (Fig. 18a).
At this point, LED 1 on the charger will be red and LED 2 will be green (Fig. 19).
Next, you must connect the charger's cable with its two-pin connection to the battery. You must correctly position the two-pin plug (Fig. 18b) by aligning it with the slot and insert it.

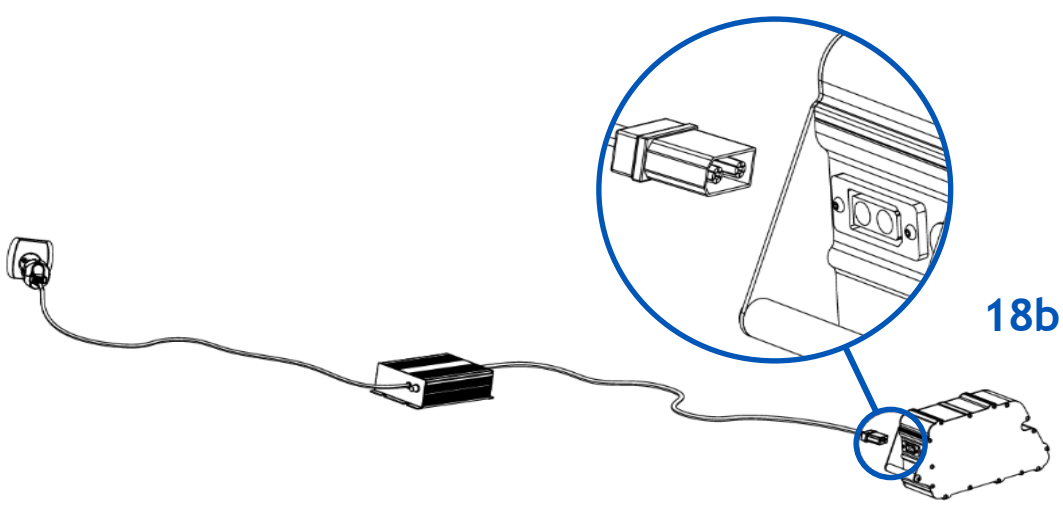


Fig. 18a and 18b

You will notice that both LEDs on the battery charger will be red, this means that the battery is charging correctly.

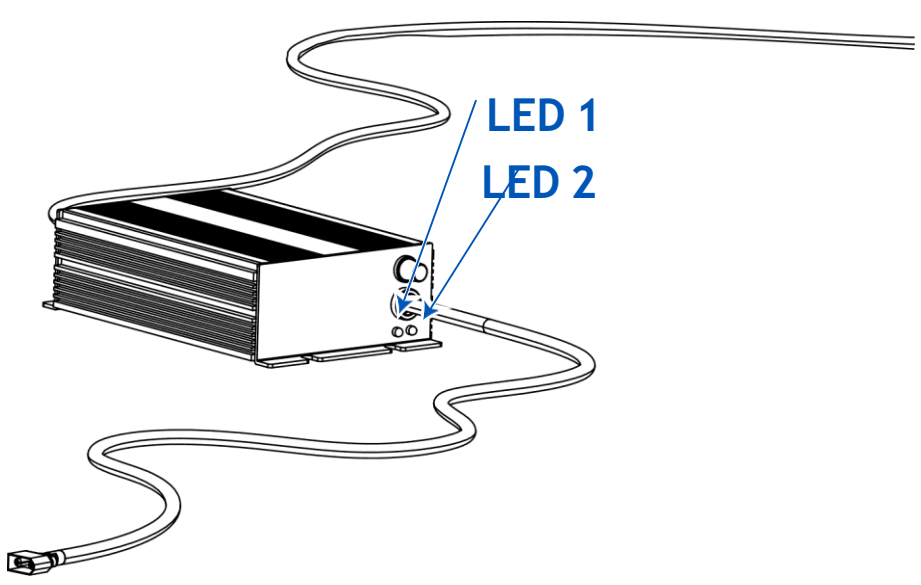


Fig. 19

The battery will be fully charged in approximately 2 hours. You will know that the battery is fully charged when LED 1 on the charger is red and LED 2 is green.
Below is a table indicating the colours of the two LEDs on the battery charger according to the different states:

	LED 1	LED 2
CHARGER ON	●	●
BATTERY CHARGING	●	●
BATTERY CHARGED	●	●

Once the battery is fully charged, you must unplug the charger from the household power socket and then disconnect the charger from the battery.

CAUTION

You should always disconnect the cables by the rigid part of the connectors, you should never disconnect them from the charger by pulling on the cables, or should you connect them with excessive force.
It is forbidden to use any charger that is NOT supplied by the manufacturer.

To see the correct use of the battery and its specifications in more detail, refer to the downloadable “K5/KOUNTRY5 - 2026 BATTERY MANUAL”.

WARNING

If signs of deterioration or any type of imperfection is observed in the battery or the charging elements, these must be replaced.

To do so, go to your NEUTRA point of sale or you can contact the official distributor on our website. You can also write to us at our email and our staff will respond as soon as possible.
Once the battery is charged, you must check that the motorcycle is connected correctly.
First, you must connect the overboard switch, located on the right handlebar, and then you must press the starter button to the “ON” position.

WARNING

The motorcycle contains a safety device called the OVERBOARD SWITCH, which turns off the motorcycle if it is disconnected from the motorcycle. The function of this element is to stop the motorcycle engine in the event of a fall and thus prevent more serious injuries to the rider.
Before each use, you must ensure that the MAN OVERBOARD is correctly connected to the motorcycle and above all you must check that the device is properly fixed on the rider's left wrist.

In the following image (Fig. 20) we can see the location of this device.

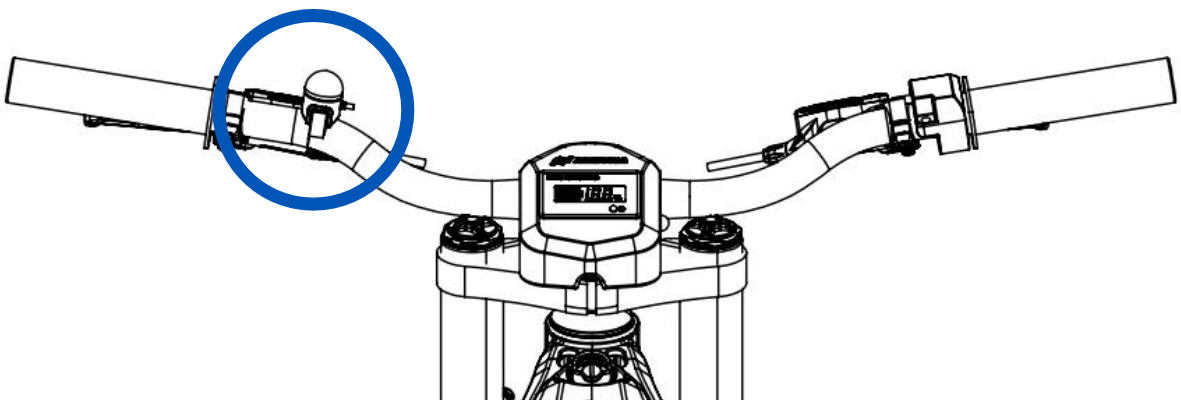


Fig. 20

Check the motorcycle's start by putting the ignition switch in the “ON” position (Fig. 21). This button is located on the front of the chassis in the part closest to the steering stem, on the left side. We can see it in the following image:

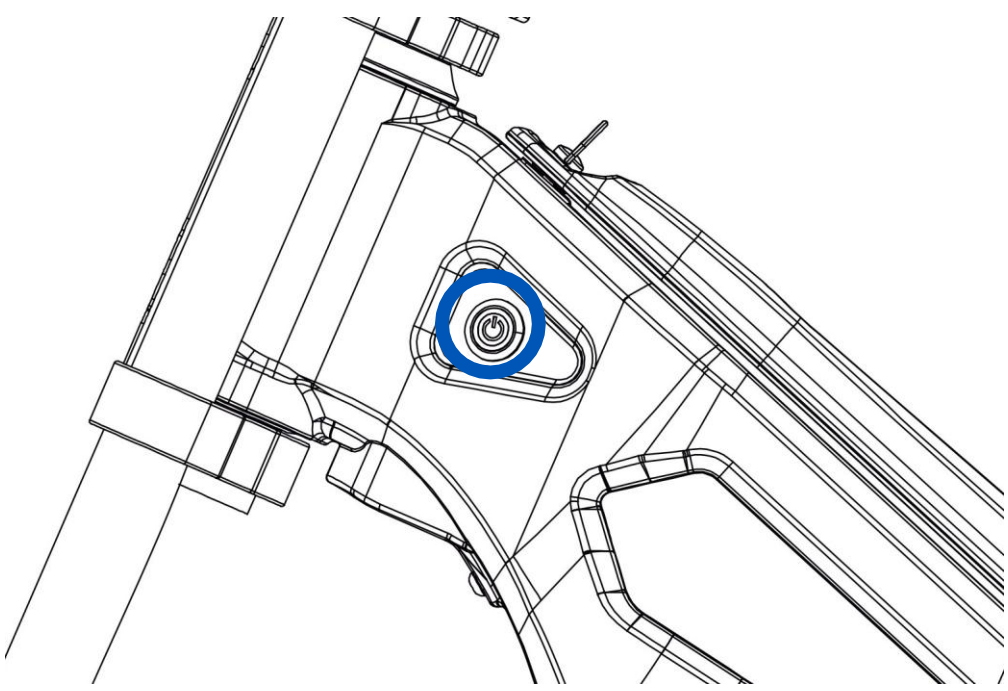


Fig. 21

To see the correct use of the ON/OFF control and its specifications in more detail, refer to the document “USER MANUAL K5 - 2026” that can be downloaded from Neutra webpage. You must take into account what is detailed in this section before carrying out any operation on the motorcycle.

4 MOTORCYCLE STORAGE

You must consider the aspects mentioned below, in order to store the motorcycle correctly for a long period of time.

1- Remove the battery from the motorcycle as explained in section 2, specifically in the sub-section “Charging the battery” (optional).

2- Clean the motorcycle thoroughly and wait for it to dry completely before storing it and apply a protection product for corrosion and humidity. You must follow the instructions detailed in section 5, specifically in the sub-section “Cleaning the motorcycle”.

3- Lubricate the transmission system and all moving parts.

4- Keep the motorcycle in an upright position, for which it is recommended to use a central stand, which keeps the wheels in the air.

5- Cover it with a cover to avoid dust.

CAUTION

- Store the motorcycle in a clean, dry and well-ventilated place.
- Avoid direct sunlight.
- Keep away from heat sources.
- The temperature of the place must remain between 15ºC and 30ºC.
- Humidity must be between 30% and 75%.

CAUTION

- Periodically check that all the motorcycle components are working correctly.
- The battery charge level must be between 40% and 60%. You should periodically check this level. If the charge is lower, you must connect the charger until the indicated level is reached. Otherwise, when the charge is higher, you must operate the motorcycle until the indicated battery level is reached.
- One to three complete battery cycles should be performed every 3 months to maintain proper performance. Once the previous cycles have been carried out, if you intend to continue storing the motorcycle for a long period of time, it must be returned to the storage conditions mentioned above.

You should consider the following aspects to put the motorcycle into operation after long-term storage:

Check the tire pressure.

Carry out general lubrication.

Charge the battery up to 100% of its charge and finally, insert and connect the battery to the motorcycle, if we have removed it.

5 PREPARATION

Preparation operations can be easily carried out with the help of this manual.

5.1 TYRES AND WHEELS

It is very important to maintain the tyre pressure indicated in this manual. You should always check these pressures with cold tyres.

FRONT TYRE PRESSURE 0,8 Kgf/cm^2.

REAR TYRE PRESSURE 0,8 Kgf/cm^2.

⚠ WARNING

The tyres must be in good condition. Some signs that can help you detect when a tyre is in poor condition:
Cracks in the casing.
Deformation of the casing.

⚠ WARNING

The tyres and wheels must always be the same size and type as specified by NEUTRA.
You cannot make changes to the tyre type, as these changes may affect the safety of the motorcycle.

To do so, go to your NEUTRA point of sale or you can contact the official distributor on our website.
You can also write to us at our email address and our staff will respond as soon as possible.

5.2 TRANSMISSION SYSTEM

You must check the correct operation of the transmission system.

- Check that the sprocket and crown teeth are in good condition.
- Check the chain slack, so that the chain has a play as indicated in this manual, 20 mm (Fig. 22). To check this, you must turn the wheel and check the slack several times, always measuring from the same point. The chain must not have too much play or too much stiffness.

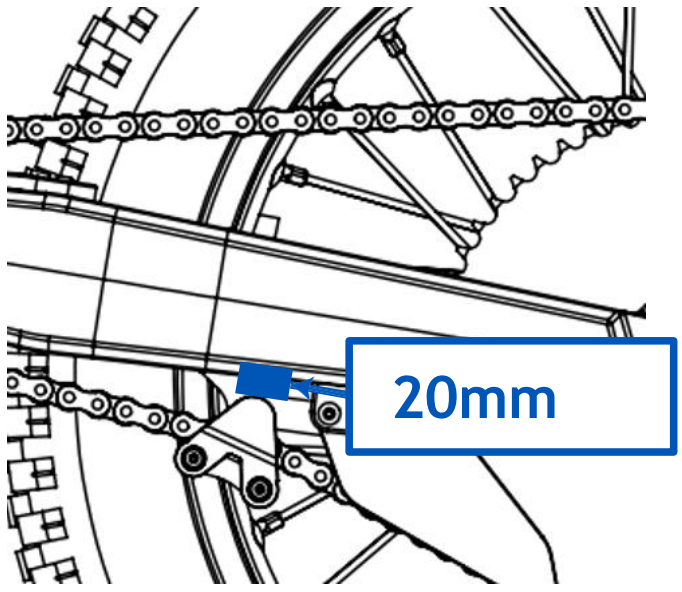


Fig. 22

If the chain slack is not within the values indicated above, adjust the chain tension as follows:

1- The starter button is in the “OFF” position.
2- Loosen the rear axle nut just enough to be able to move the wheel, to adjust the correct tension.
3- Turn the eccentric adjuster (Figure 17a), to a position depending on the chain slack, and obtain the correct tension. Make sure that the stop is located between the teeth of the eccentric adjuster and the two sides equally. These components must be placed in the correct position according to the required tension level.

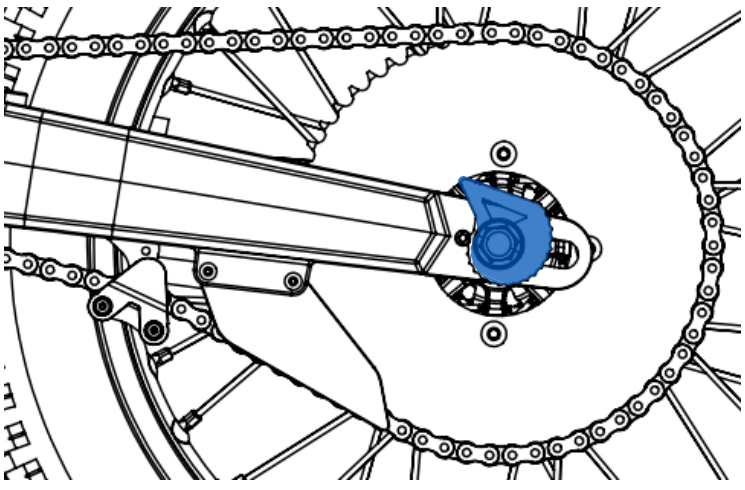


Fig. 23a

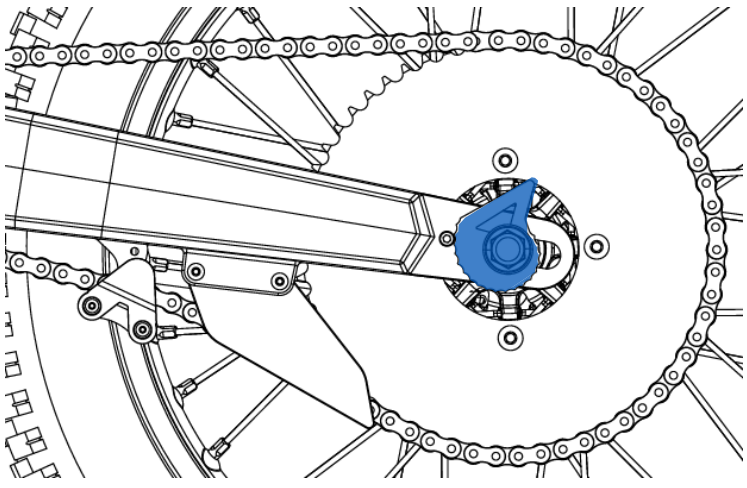


Fig. 23b

When the chain tension reaches half of the allowed travel, it is necessary to turn the eccentric completely to adjust its position.
Figure 17a shows the configuration corresponding to the minimum position of the wheel, which must be maintained until half of the travel is reached.

4- Once half of the travel has been exceeded, the eccentric must be turned to adopt the position that guarantees an optimal adjustment up to the maximum limit of the travel, as shown in Figure 17b.
5- Once the operation has been carried out, the axle nut must be tightened to the specified torque: 5 Kgf.m.
6- Finally, the transmission chain must be lubricated.

WARNING

You must not put your hands near the transmission system while the wheel is turning.
If you notice signs of deterioration or any type of imperfection in the chain, sprocket or crown, it must be replaced.

Furthermore, adjusting the chain requires the use of special tools. If you do not have the necessary means, have the tension of the transmission chain adjusted.
To do this, go to your NEUTRA point of sale or you can contact the official distributor on our website. You can also write to us at our email and our staff will respond as soon as possible.

5.3 ACCELERATION SYSTEM AND VOLTMETER

The installation of the throttle cable must be carried out as shown in the attached image, passing above the battery indicator.



Fig. 24

This arrangement ensures the correct routing of the cable, prevents interference with other components, and guarantees smooth and safe operation of the acceleration system.

Before each use, you must operate the accelerator and check that it automatically and quickly returns to the original position (with the ignition switch in the “OFF” position).

You must check that the indicated screw is correctly fastened (Fig. 25). You must not manipulate it under any circumstances.

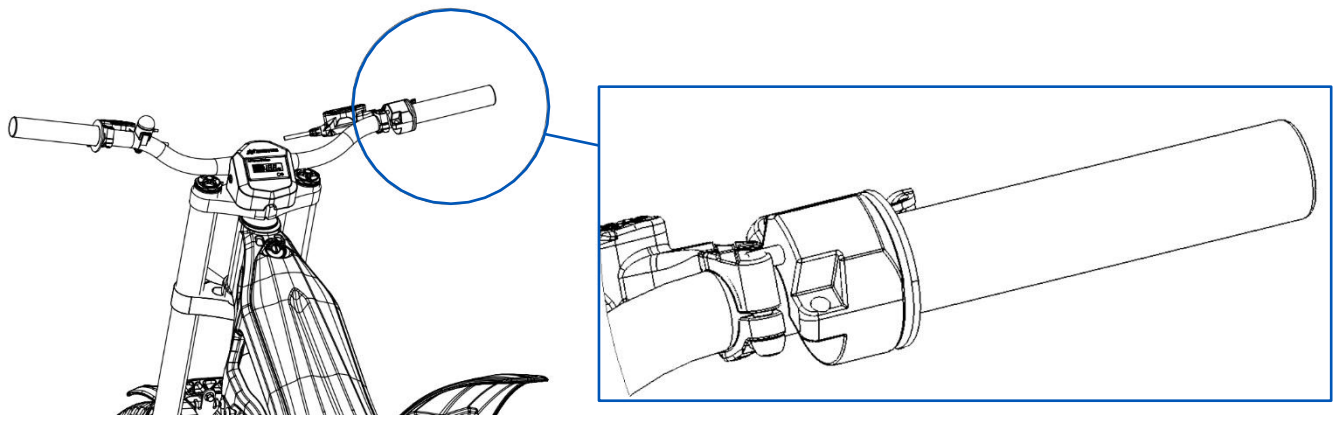


Fig. 25

To do so, go to your NEUTRA point of sale or you can contact the official distributor on our website. You can also write to us at our email address and our staff will respond as soon as possible.

⚠ WARNING

If you notice signs of deterioration or any type of imperfection on the throttle or voltmeter, it must be replaced.

5.4 BRAKING SYSTEM

You must check that the front and rear brakes are properly tightened and working properly (Fig. 22).

First of all, you must check that the wheels stop when you operate the brake levers while moving the motorcycle.

You must also check the travel of the brake lever; if it has too long a travel, you must bleed the hydraulic system circuit or change the fluid in this circuit.

It must only be replaced with mineral brake fluid.

You must check the brake pads and discs.

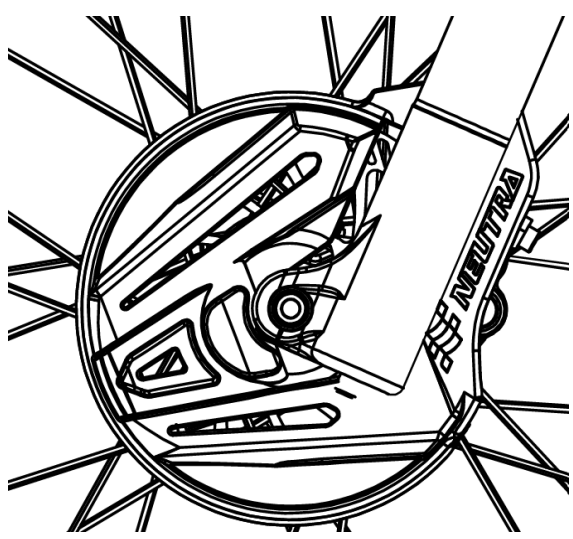


Fig. 26

CAUTION

You must use special products; you must never use chemical products that are not specific for cleaning brakes.

WARNING

You must not manipulate the brakes until they have cooled down, due to the risk of burning.

If the brake pads come into contact with oil, grease or any unknown chemical product, the affected parts must be replaced. In the case of brake discs, clean them with a special product for cleaning brake discs.

If signs of deterioration or any type of imperfection are observed in any of the elements of the braking system, they must be replaced.

To do so, go to your NEUTRA point of sale or you can contact the official distributor on our website. You can also write to us at our email address and our staff will respond as soon as possible.

5.5 STEERING

You must check that the handlebars turn correctly. This turn must be smooth and that there is nothing that prevents it from turning freely.

You must raise the front wheel so that it does not interfere with the ground and turn the handlebars in both directions, thus checking that they are working correctly. You must also check the condition of the steering bearings. In this case, to check this, you should try to move the handlebars back and forth, and to see if they are in good condition, there should be no play.

WARNING

If you notice signs of deterioration or any type of imperfection in the steering or its bearings, it must be replaced.

To do this, go to your NEUTRA point of sale or you can contact the official distributor on our website. You can also write to us at our email address and our staff will respond as soon as possible.

5.6 MAN OVERBOARD

WARNING

If you notice signs of deterioration or any type of imperfection in this element, it must be replaced.

To do this, go to your NEUTRA point of sale or you can contact the official distributor on our website. You can also write to us at our email address and our staff will respond as soon as possible.

5.7 STARTER BUTTON

You must check the motorcycle's starting by turning the ignition switch to the “ON” position. This button is located on the front, fixed to the left side of the handlebar, as we have seen previously in the image on page 13 of this manual. Next, you must gently turn the throttle grip with the motorcycle on the central stand and the rear wheel in the air, to check that the engine and the motorcycle are working correctly.

⚠ WARNING

If you notice signs of deterioration or any type of imperfection on this button, it must be replaced.

To do this, go to your NEUTRA point of sale or you can contact the official distributor on our website. You can also write to us at our email and our staff will respond as soon as possible.

5.8 ENGINE

You must check the condition of the engine bearing with the ignition switch in the OFF position. You must raise the rear wheel so that it does not interfere with the ground and turn it by the tire. There should be no unusual noise coming out from the engine.

NOTICE

When turning at low revs, you will notice a slight force from the engine magnets.

⚠ WARNING

You should not put your hand near the transmission system while the engine is turning.

You should not perform any maintenance on the engine or touch it shortly after using the motorcycle, as it may be hot.

Replacing the engine bearing is a difficult operation.

To replace it, go to your NEUTRA point of sale or you can contact the official distributor on our website. You can also write to us at our email and our staff will respond as soon as possible.

5.9 SIDE STAND

The motorcycle is equipped with a side stand, to keep the motorcycle when it is not running.

You must place the motorcycle in an upright position together with the side stand, to keep the motorcycle fixed and prevent it from falling.

You must make sure that the motorcycle is placed on a flat surface.

We can see an image of the stand, where you can see the positioning location of this element on the motorcycle, on page 10 of this manual.

CAUTION

When the stand is installed, you cannot sit on it, lean on it, or move the motorcycle.

If you notice signs of deterioration or any type of structural imperfection on the stand, it must be replaced.

To do so, go to your NEUTRA point of sale or you can contact the official distributor on our website. You can also write to us at our email address and our staff will respond as soon as possible.

5.10 SCREW TIGHTENING TORQUES

WARNING

You must check the correct fastening and tightening torques of the most important motorcycle screws, indicated in the following table.

The tightening torques for these screws are specified below:

ÍTEM	TYPE	FINISH	MOUNTING ELEMENT	QUANTITY	TORQUE (Kgf.m)	TYPE OF SEALANT
M4	DIN 912	ZB	CONTROLLER BRACKET	4	0,4	
M5	DIN 912	ZB	SNAIL CAMS	2	0,6	
M6	DIN 912	ZB	REAR DISC BRAKE	4	0,8	
M6	DIN 912	ZN	REAR BRAKE SUPPORT	2	0,8	
M6	DIN 912	ZB	MOTOR SHAFT	1	1,2	MEDIUM SEALING
M6	DIN 912	ZN	HANDLEBAR RISER	8	0,8	
M6	DIN 912	ZN	REAR BRAKE	2	0,8	
M6	DIN 912	ZN	FRONT BRAKE	2	0,8	
M6	DIN 912	ZB	UPPER SHOCK SUPPORT	2	1,2	MEDIUM SEALING
M6	DIN 912	ZB	VOLTMETER SUPPORT	1	0,8	
M8	DIN 912	ZB	FOOTPEGS	2	0,4	
M10	DIN 912	GEOMET	LOWER SHOCK SUPPORT	2	4,5	GREASE
M15	DIN 931	ZB	REAR WHEEL SPINDLE	1	5	GREASE
M5	POELIER	ZB	CASE COVER	1	0,4	MEDIUM SEALING
M6	POELIER	INOX	REAR MUDGUARD	3	0,8	
M6	DIN6921	ZB	FRONT MUDGUARD	2	0,8	
M4	ISO 7380	INOX	CHAIN TENSIONER	2	0,4	
M8	ISO 7380	INOX	SIDE BRACES	8	2	GREASE
M8	ISO 7380	INOX	FOOTPEGS SUPPORT	2	2	MEDIUM SEALING
M8	ISO 7380	INOX	SUPERIOR SUMP GUARD	2	2	GREASE
M8	ISO 7380	INOX	SIDESTAND SUPPORT	2	2,2	MEDIUM SEALING
M8	ISO 7380	INOX	REAR SHOCK SUPPORT	2	2,2	MEDIUM SEALING
M8	ISO 7380	INOX	TOP FRONT RHS MOTOR	1	2	MEDIUM SEALING
M8	ISO 7380	INOX	INFERIOR SUMP GUARD BAR	2	2	GREASE
M8	ISO 7380	INOX	SIDESTAND	1	2	
M8	ISO 7380	INOX	REAR SPROCKET	4	2,2	
M8	ISO 7380	INOX	LHS MOTOR SPROCKET GUARD BUSH	1	2	MEDIUM SEALING
M8	ISO 7380	INOX	LHS FRONT MOTOR	1	2	MEDIUM SEALING
M8	ISO 7380	INOX	RHS FRONT MOTOR	1	2	MEDIUM SEALING
M8	ISO 7380	INOX	SWINGARM BUSH CHAIN TENSIONER	1	2	MEDIUM SEALING
M8	ISO 7380	INOX	MOTOR SUPERIOR LHS AND RHS	2	2	MEDIUM SEALING
M8	ISO 7380	INOX	MOTOR INFERIOR LHS AND RHS	2	2	MEDIUM SEALING
M5	ISO 7380-2	ZB	FRONT COWL	1	0,5	
M5	ISO 7380-2	ZB	CHAIN SLIDER	1	0,25	MEDIUM SEALING
M5	ISO 7380-2	ZB	SWINGARM BRAKE CABLE GUIDE	1	0,5	MEDIUM SEALING
M5	ISO 7380-2	ZB	SWINGARM BRAKE CABLE BRACKET	1	0,25	MEDIUM SEALING
M5	ISO 7380-2	ZB	FRAME BRAKE CABLE P-CLIP / CLAMP	1	0,25	GREASE
M5	ISO 7380-2	ZB	THROTTLE POTENTIOMETER	2	0,5	
M5	ISO 7380-2	ZB	TOP FRONT PLATE	1	0,5	
M5	ISO 7380-2	ZB	**UPPER CHAIN SLIDER**	1	0,5	MEDIUM SEALING
M5	ISO 7380-2	ZB	CHAINGUARD	2	0,5	MEDIUM SEALING
M5	ISO 7380-2	ZB	BOTTOM FRONT PLATE	1	0,5	
M12	ISO 7380-2	INOX	SWINGARM	2	6	MEDIUM SEALING
M4	ISO 7380-2	ZB	CONTROLLER	2	0,3	
M2,9	DIN 7981-C	INOX	CONTROLLER GUARD	4	0,4	MEDIUM SEALING
M3,9	DIN 7981	INOX	REAR MUDFLAP	2	0,4	MEDIUM SEALING
M6	DIN 7991	ZB	VELCRO AND SILICONE SEALANT	1	0,4	
M6	DIN 7991	ZB	FRONT DISC BRAKE	5	0,8	
M6	DIN 7991	ZB	SIDE BOX	1	0,8	GREASE
M8	DIN 7991	ZB	INFERIOR SUMP GUARD	2	2	GREASE

5.11 SUSPENSIONS

The adjustments to the motorcycle suspension system are explained on pages 24 and 25 of the “USER MANUAL K5 - 2026” found on our website.

6 SPARE PARTS

This product has been developed with a specific design to facilitate the assembly of spare parts and their recyclability, in order to reduce the impact on the environment and improve customer service. To see all the motorcycle components and possible spare parts, please refer to the “MANUAL DE DESPIECE - PARTS BOOK - NEUTRA K5” found on our website.

⚠ WARNING

You must always use original NEUTRA spare parts.

7 TROUBLESHOOTING

If the motorcycle cannot be turned on, the following may be the most common and easy to detect faults:

1- You must check that the accelerator is not activated, check the cable, it must have move without tension.
2- You must check that the contact switch, located on the upper left side of the chassis, is in the “ON” position.
3- You must check that the man overboard is connected correctly.
4- You must check that the battery contains a minimum charge for the motorcycle to work. If the battery is not charged, you must check that its charge or dis-charge connector is not damaged.
5- The battery is charged correctly and the connectors mentioned above are not damaged. You must check that the battery is correctly connected to the rest of the motorcycle through the battery discharge connectors.
6- You must check that the green LED on the controller is on. If the LED is in the state mentioned, the controller is working correctly.
7- You should check if the red LED on the controller is on, this means:
   - That the battery has entered the “sleep time” state. In this case you should disconnect the contact switch and reconnect it.
   - If the red LED is still on or flashing, you should check the table
   - Check that the battery temperature is above zero degrees Celsius. If not, place the battery in a warm place until its temperature exceeds zero degrees Celsius.

CODE LED		ERROR	DETAILS
1,1	● ●	Auto-Identification failed	1. Check Phase line or Hall line. 2. Check Hall power line (+5V and GND). 3. The motor load maybe too high. Please unload the motor before proceeding with identification.
1,2	● ●●	Over voltage error	1. Battery voltage is too high for the controller. Check battery volts and controller configuration. 2. Regeneration over-voltage. Controller will limit regen or stop regen. please reduce the regen ratio in configuration.
1,3	● ●●●	Low voltage error	Battery voltage is too low, please check the battery and recharge. When the battery voltage continuously exceeds the low voltage cut-off value for 5 seconds, the controller will resume normal operation.
1,4	● ●●●●	The controller did not receive CAN commands	Resend CAN commands from VCU.
2,1	●● ●	Motor stall	The motor did not reach 25eRPM within 2 seconds of starting. Please check the Hall signal lines and the phase line connections.
2,2	●● ●●	Internal voltage error	1. Check the connection between PWR and B+(For 8080N series, check connection between PWR and +12V; GND and -12V). 2. The load on the 5V or 12V power supply could be too heavy, ensure that the measured voltage of the 5V power supply is not less than 4V and the voltage of the 12V power supply is not less than 8V. The lower these values are, the heavier the load on the power supply. 3. If none of the above issues are present, the internal power module of the controller may be damaged. The controller needs to be sent back to the factory.
2,3	●● ●●●	Over temperature	The controller temperature is too high, about to stop. Please wait until it restore to 80℃.
2,4	●● ●●●●	Throttle error at power on	Throttle signal is higher than the value of “TPS_dead_low”at power-on. Release the throttle and press again or adjust the TPS_dead_low value. If still can’t fix the issue, check if the throttle is functioning properly.
3,1	●●● ●	Reserved	
3,2	●●● ●●	Internal reset error	Current is too high or current fluctuations are too large. Reduce the phase current and check if the 5V and 12V power supplies are normal.
3,3	●●● ●●●	Hall throttle is open or short-circuit	May occur after TPS_Type being set to 2. 1. The throttle might have an internal short circuit or the ground wire might be disconnected. 2. Set TPS_High_Err to 95 , check the throttle and its wiring, then restart to fix the issue.
3,4	●●● ●●●●	Angle sensor error	1. Speed sensor type error,customers may set the correct sensor type through user program or App. 2. Incorrect wiring. 3. Speed sensor is damaged or defective. Or feedback signal is erratic.
4,1	●●●● ●	Switch-direction error	1. Throttle is not at 0 when switching motor direction. 2. Motor rotation speed is above 50RPM.
4,2	●●●● ●●	Reserved	
4,3	●●●● ●●●	Motor over-temperature	May occur after motor temp being set to 1 or 2. The Motor temperature has exceeded the configured maximum value. The controller will shut down until the motor temperature cools down.
4,4	●●●● ●●●●	Hall Galvanometer sensor error	Hall galvanometer inside the controller is damaged.

Correct interpretation of red LED warning lights:
For example, "1, 2" indicates that the red LED flashes once, then after a pause of one second, it flashes twice. The pause time between the different groups of flash codes is two seconds.

If the motorcycle still does not work, please contact your nearest NEUTRA dealer or you can contact the official distributor on our website. You can also write to us at our email and our staff will reply to you as soon as possible.